

1. How do I request the BSO activation code?

After you receive your BSO User ID, you are redirected to the BSO application, where you Request New Services. Once you request wage reporting services and add your employer information, your employer will receive an activation code in the mail. Once you activate your account, the following services will be available immediately:

W-2/W-2c Online

Wage File Upload

AccuWage Online

View Name and SSN Errors

Social Security Number Verification Service (SSNVS)

For more information, please visit [BSO Registration and Access to Services Handbook](#).

2. Do I need a personal Login.gov and ID.me account to access BSO employer services?

You must use a ID.me, Social Security online account or Login.gov credential to gain access to the BSO application. You have a choice of using any of those 3 options. If you encounter issues with Login.gov and have not yet tried to use ID.me. We recommend you try [creating an account with ID.me](#).

3. I have a Login.gov account for other services, can I use that for BSO?

If you already have a Social Security online account, Login.gov, or ID.me credential, visit our [BSO Welcome](#) page select “Log in” in the “Employers” box. Use your credential to sign in and add the additional levels of security.

Once the credentialing and authentication process has been completed, current BSO User ID(s) will be associated with your credential.

4. How do you complete ID verification if you don't have a cell phone?

Please visit [How to Navigate BSO Access And Registration](#) and review the information under the heading ‘Ways to Get Registered to Access BSO Employer Services’ for more information.

5. I have an existing BSO account, how can I access BSO to submit a wage report?

Your BSO User ID and password is no longer used to access BSO employer services. You must use an ID.me, Login.gov or Social Security online credential to gain access to the BSO application.

Start at the [BSO Welcome page](#). You can either log in or create an account from the “Employers” box.

6. If an employer has a Social Security account, do they need to complete the registration process?

Yes, if you are an existing user, you may be asked to add extra security. If you are, be prepared to take clear photos of your driver's license or state-issued ID with a smartphone. You can also input your ID and financial information.

7. Will my employer automatically be sent an activation code?

No, your employer will not automatically be sent an activation code, you must Request New Services in the employer suite of services within BSO for your employer to receive an activation code. Please visit [Registration and Access to Services Handbook](#)

If you have an existing BSO User ID, you will keep the same BSO User ID and will not need to register for a new one. After logging in, you will have the option to add a new company's EIN to a BSO User ID. To get started, visit www.ssa.gov/bsa then scroll down to the Employers box and select either "Log in" or "Create account."

8. What is the difference between a BSO account and a Social Security account?

A BSO account is a requirement users must create to use Social Security wage reporting services. For more information, see the [Registration and Access to Services Handbook](#)

A Social Security account is free and secure. Social Security provides personalized tools for personal and business.

9. Is the e-file mandate for W-2's 2023 or 2024?

*The mandate will become effective for **Tax Year 2023**. Beginning January 1, 2024, the Internal Revenue Service (IRS) has issued final regulations that reduce the electronic filing threshold from 250 W-2s to 10 informational returns.*

10. Can you use your payroll software to submit W-2's?

Yes, you can use payroll software to submit W-2s. You would need to inquire with the developer of the software that you use to confirm that they offer that feature.

11. How do you paper file?

For more information on paper filing, [Paper Forms W-2 & Instructions \(ssa.gov\)](#).

12. What are the ways to get registered in order to access BSO employer services:

Below are common paths that users may take to get registered. If you already have an existing Social Security online, ID.me or Login.gov, you do not have to create a new account specifically for Social Security. Please visit our [Employer W-2 Filing Instructions & Information page](#) for more on wage reporting services.

[First Time User with Login.gov](#)

[Standard to Advanced Account with Login.gov](#)

[Sign in to Your ID.me Account with Extra Security](#)

Disclaimer: The information above is current, but subject to change.

13. Will we be required to have special software to file our W2's online?

You can use our W-2 Online that allows you to key your W-2 information directly to our website in the W-2 format and print copies for distribution to your employees. No additional software needed.

14. It has been way more than two weeks and I have not received the codes to the address in record. What should I do?

Your activation code is mailed to the Employer address we have on record with the IRS. To confirm that address please call our Employer Reporting Service Center at 1- 800-772-6270 (TTY 1-800-325-0778).

Please reference [Registration and Access to Services Handbook](#) and review the “Re-request Activation Codes” section, for instructions.

15. Is Login.gov or ID.me better/preferred?

If you encounter issues with a Credential Service Partner and have not yet tried to use ID.me. We recommend you try creating an account with ID.me prior to reaching out for assistance.

16. I cannot get logged into my SSA account. Can that be reset?

For issues relating to the Social Security online accounts, please contact, 1-800-772-1213.

17. Can a Registered Agent/ third party be used if you don't have an SSN?

Yes, you have the option to hire a 3rd party to submit W-2s electronically on your behalf.

18. Do I still need to purchase w2 forms to print for employees or can I print them from the website?

You can use our [W-2 Online](#) that allows you to key your W-2 information directly to our website in the W-2 format and print copies for distribution to your employees. No additional software needed.

Please reference the [Electronic W-2 filing User Handbook](#) and review the section forms W-2/W-3 Online.

19. Will there be a way to "test" a filing, i.e., a test run?

Please review [AccuWage Online Information \(ssa.gov\)](#) for more information.

20. Is there a limit of how many W-2s you can create per batch? can you save and go back to it at a later date?

Please reference the [Electronic W-2 filing User Handbook](#) and review the section forms W-2/W-3 Online.

21. How do I know where the breakdown in identity verification is if I don't know what agency your "trusted partner" is referring to?

For issues related to credentialing and identity verification please contact: [Login.gov Help Center](#) or 1-844-875-6446, or the [ID.me Help Center](#).

22. I use QuickBooks and print my W-2's. Can I upload those W-2 forms online in BSO. What format is required for the upload?

You can use payroll software to submit W-2s. You would need to inquire with the developer of the software that you use to confirm that they offer that feature.

23. Does this affect 1095 filing?

Please visit www.irs.gov for more information.

24. What is the penalty for missing the filing deadline?

We recommend you visit www.irs.gov for more information on penalties.

25. If my identity can't be verified - is there still a penalty for filing by mail?

Please visit www.irs.gov for more information on IRS penalties and waivers.

26. Do I have to file w2 with IRS also or only social security?

For more information please visit: [2023 General Instructions for Forms W-2 and W-3 \(irs.gov\)](#).

27. How do I file electronically?

To get started, visit www.ssa.gov/bsa, scroll down to the Employer Box, then select either "Log in" or "Create account."

There are three ways to file W-2s online:

1. [Upload a Wage Report](#) – Upload your files using your own software if it meets the specifications for electronically filing Forms W-2. You also can use our AccuWage test tool to check the accuracy of your wage reports before submitting them.

2. [W-2 Online](#) – Great for the smaller employer or submitter. Complete and print up to 50 Forms W-2 suitable for distribution to your employees. No software is required. [W-2c Online](#) – Complete and print up to 25 Forms W-2c's suitable for distribution to your employees. No software is required.

3. You also have the option to hire a 3rd party to submit W-2s electronically on your behalf.

28. What do I do because when I try to sign in? It keeps telling me to use my existing social security online account.

It appears you have an account that was created before September 18, 2021. If you are unable to remember your username and password, then please select the “Forgot username” or “Forgot password” feature to recover your credentials.

29. How do I access BSO from the ssa.gov home page?

Starting from www.ssa.gov, scroll down to the bottom of the page to the “Services for” heading. Select Employers & businesses.

From the [Employer W-2 Filing Instructions & Information page](#), select the [Business Services Online link](#) on the right side of the page. Scroll down the next page to the Employer box and choose either Log in or Create account.

30. I am a 3rd Party. Do I register with BSO for each company or organization that I process payroll for?

No, you do not need to register each company. You will need to [sign in](#) to your Social Security, Login.gov, or ID.me account. Once the credentialing and authentication process has been completed, current BSO User ID(s) with activated services will be associated with your credential. At that time, you may add new EINs as needed.

31. We need help with the setup of the new login as employer. Previously we do have a USER ID and password with Business Services online. We setup LOGIN.GOV for paying the taxes however it will not allow us to use it for the BSO. We attempted to used ID.me but it only takes us to personal information we need to sign in as the EMPLOYER please help.

Start the registration process from www.ssa.gov/bso. Scroll down to the Employer box and select either Login or Create account. After you have successfully registered, your business and personal Social Security accounts will use the same credentials but remain separate.

32. Why do I have to use my personal information?

We are committed to protecting your information and benefits and take this responsibility seriously. That’s why we ask you to verify your identity to create a business and personal account. We work with external partners to securely verify your identity. We do this to protect your data while making our online services easy for you to use. To use any of the employer suite of services, all new and existing BSO users will need a Social Security online account with Extra Security. You can use your personal my Social Security account, an existing Login.gov or ID.me credential.

Customer Support Issues

For issues related to registration, credentialling, identity verification and activation codes, please contact:

- [*Login.gov Help Center*](#)
 - 1-844-875-6446
- [*ID.me Help Center*](#)
 - Virtual help *ONLY*
- [*National 1-800 #:*](#)
 - For registration issues relating to the Social Security online accounts. 1-800-772-1213

If you have question about a W-2/W-3 submission or any other wage reporting service outside of registration, please contact:

Social Security's toll-free line to help employers with wage reporting questions or problems.

Phone: 1-800-772-6270 (TTY 1-800-325-0778) Monday through Friday, 7 a.m. to 7:00 p.m., Eastern Time

*E-mail: [*employerinfo@ssa.gov*](mailto:employerinfo@ssa.gov)*